

VIRGINIA Relay Service

April, 2003

Commendations

Voice April 1, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 1, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 3, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 6, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 8, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY April 8, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY April 11, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 17, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY April 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice April 26, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice April 30, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Complaints

TTY April 2, 2003

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and immediately processed the customer's call.

Contact Closed: April 3, 2003

Voice April 12, 2003

The customer complained the CA had hung up on him/her several times.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the complaint would be reported.

Contact Closed: April 14, 2003

Voice April 17, 2003

The customer complained that he/she could not understand what the CA was saying.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and mentioned her issue would be reported.

Contact Closed: April 20, 2003

Voice April 18, 2003

The customer complained her friend has problems calling her through the relay service using Nextel software.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Recommended that her friend contact Relay Customer Service for assistance.

Contact Closed: April 20, 2003

TTY April 21, 2003

The customer complained the CA did not respond for several minutes, and did not keep him/her informed of the call's progress.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Forwarded the complaint to the CA's manager for review.

Contact Closed: April 22, 2003

Voice April 23, 2003

The customer complained the CA did not speak clearly when leaving a message on answering machine.

Category: English Grammer

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 23, 2003

Inquiries/Comments

Voice April 1, 2003

The customer wondered if he could list the toll-free numbers for Virginia Relay on his company's material.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Confirmed the customer could list the numbers, and suggested he note that they are for the relay service, not a direct TTY line.

Contact Closed: April 1, 2003

Voice April 2, 2003

The customer wondered if her phone number would appear on Caller ID units when she places calls through relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that if she does not have a block for Caller ID then the number would appear. Suggested setting up a profile or block.

Contact Closed: April 2, 2003

Voice April 3, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 3, 2003

Voice April 7, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 7, 2003

Voice April 8, 2003

The caller has been experiencing problems with Video Relay and wondered if Relay Customer Service could assist her.

Category: Technical Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the technical support for Video Relay.

Contact Closed: May 1, 2003

Voice April 14, 2003

The customer needed to confirm the numbers for Virginia Relay.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the customer with 711 and the toll-free numbers for relay.

Contact Closed: April 14, 2003

TTY April 17, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: April 17, 2003

TTY April 18, 2003

The customer had questions about Caller ID, and also wondered why she was billed such a high rate for relay calls.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer how Caller ID is transmitted for relay calls. Suggested the customer send a copy of her bill for investigation. Pending.

Contact Closed:

Voice April 18, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: April 21, 2003

Voice April 21, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: April 21, 2003

Voice April 23, 2003

The caller inquired about an easier way for TTY callers to place orders.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained how the relay assists TTY users with different types of calls, and referred to the caller to the relay website for more information.

Contact Closed: April 23, 2003

Voice April 24, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: April 24, 2003

TTY April 24, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile as requested.

Contact Closed: April 28, 2003

TTY April 29, 2003

The customer wondered why AT&T had billed her long distance relay calls when they are not her long distance carrier.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that she will need to let the CA know what carrier she prefers before her call is dialed. Offered to set up a profile.

Contact Closed: April 29, 2003